Being There

Job Description – Transport Coordinator

Report to:	Interim General Manager
Hours:	35 hours (Full time)
Type:	1 year fixed contract with the possibility of permanent depending on success
Salary:	£24,573 per annum

Location:

Hybrid/home working with travel to locations across Greater Manchester and beyond. Option for 1 day a week in office base – this may be reviewed.

About Being There:

Being There is a local charity providing emotional support and practical assistance to people with cancer and other life-limiting illnesses, as well as their families, friends, and carers. We deliver services across Greater Manchester, offering befriending, respite support, social activities, counselling, and practical help such as transport and shopping.

Our mission is to provide a person-centred, inclusive service, guided by our core values of Empathy, Empowerment, Inclusion, and Reliability—ensuring individuals feel supported every step of the way

Purpose of the Role:

We are looking for a compassionate and highly organised **Transport Co-ordinator** to arrange and support transport services for our clients across Greater Manchester.

This role plays a vital part in ensuring individuals can attend hospital appointments, access community activities, and maintain independence through safe, reliable transport. The role will involve both coordination and hands-on driving support where required

Main Areas of Responsibility:

Transport Coordination

- Plan, organise, and allocate transport for clients across Greater Manchester, including coordination of all our social groups.
- Coordinate last-minute transport changes
- Manage schedules efficiently to ensure timely and reliable journeys

- Match clients with appropriate drivers (staff or volunteers) based on needs

Client Support

- Communicate with clients to understand their transport requirements and preferences
- Provide a supportive, empathetic service aligned with Being There's values
- Ensure client dignity, safety, and comfort at all times

Driving Duties

- Provide transport for clients when required, including to hospital appointments and community services
- Ensure safe driving practices and compliance with all legal and organisational requirements
- Maintain vehicles in good condition, reporting any issues promptly

Volunteer & Team Coordination

- Work closely with volunteer drivers, providing guidance and support
- Liaise with the wider Being There team to align transport with service delivery
- Assist in coordinating rotas and availability

Administration & Compliance

- Keep accurate records of journeys, schedules, and client interactions
- Support with social media
- Support monitoring and reporting requirements
- Ensure adherence to safeguarding, health and safety, and data protection policies
- Maintain accurate records of all driver documentation including licences, insurances and MOTs
- Apply for organisational blue parking badges and maintain accurate records.

Person Specification

Personal Qualities & Attributes:

Essential Skills & Experience

- Full, clean UK driving licence and willingness to drive as part of the role
- Experience in coordinating services, logistics, or scheduling
- Strong organisational skills and attention to detail
- Excellent communication and interpersonal skills, with an empathetic approach

- Exercises assertive communication to reinforce boundaries and adhere to company policies and procedures.
- Ability to work independently and as part of a team
- IT literate and confident using scheduling and communication systems

Personal Attributes

- Compassionate and person-centred
- Reliable and responsible
- Flexible and adaptable
- Calm under pressure with good problem-solving skills
- Committed to inclusion and supporting diverse communities

Desirable

- Experience working in a charity, healthcare, or community setting
- Experience working with volunteers
- Knowledge of Greater Manchester area

	Criteria	Assessed at application (A) or interview (I)
Qualifications and/or work experience	1. Full, clean UK driving licence (essential)	A
Knowledge and experience	1. Experience coordinating transport, logistics, or scheduling services	A and I
	2. Experience working in a customer-facing or support role	A and I
	3. Knowledge of safeguarding, health and safety, and working with vulnerable individuals	A and I
	4. Experience working within a charity, healthcare, or community-based setting (desirable)	I
	5. Knowledge of the Greater Manchester area, including routes and local services	I

Skills, abilities and competencies	1. Strong organisational skills with the ability to manage schedules and competing priorities	A and I
	2. Excellent communication and interpersonal skills, with an empathetic and patient approach	A
	3. Reliable and responsible, with a strong commitment to safety and service quality	A and I
	4. Ability to work both independently and as part of a team, including with volunteers	A and I
	5. IT literate with confidence using booking, scheduling, and communication systems	I
	6. Experience using social media	A and I

Why Join Being There?

This is an exciting opportunity to play a key role in shaping an innovative platform that will directly enhance support for people affected by life-limiting illness. You'll be working within a compassionate organisation where your work will make a meaningful difference to individuals, families, and communities.

Being There is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure that Manchester becomes a place of greater equity and inclusion. One thing we do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Manchester, and particularly those communities we know face late diagnosis of life limiting conditions. We particularly encourage applications from those communities and from anyone with experience of living with life limiting conditions, either themselves or a family member.

How to Apply

Application form only – CVs will not be accepted.